

**JOB TITLE: DISPATCHER**  
**DEPARTMENT: POLICE**

**GRADE: H-10**  
**DATE: March 2013**

*The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.*

**DEFINITION:**

Performs a variety of clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and the public safety dispatch center.

**SUPERVISION RECEIVED:**

Works under the direct supervision of the Officer-In Charge.

**SUPERVISION EXERCISED:** None

**DISTINGUISHING CHARACTERISTICS:**

1. Performs public safety dispatch and related duties to create and preserve a feeling of safety and security in the community.
2. Works under direct supervision closely following departmental rules, regulations, policies and emergency procedures while also exercising judgement, discretion, tact, courtesy and respect, referring problems and issues to superiors.
3. Attends to multiple situations and tasks simultaneously; regular accessibility to and knowledge of information requiring maintenance of confidentiality.
4. Errors can result in personal injury or loss, dangerous to public health or safety, injury to employees, damage to buildings or equipment, delay in loss of service and possible litigation.

**ESSENTIAL FUNCTIONS:**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

**EXAMPLES OF WORK: Including but not limited to:**

1. Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
2. Dispatches police, fire, **emergency medical personnel** and other apparatus for emergency responses; contacts all required personnel and other local concerns in the event of an emergency situation; insures the presence of additional units by contacting personnel required, relays information as required.
3. Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights outage, streets closed and keeps emergency personnel informed.

4. Informs the Officer-In-Charge when contact with an officer on patrol cannot be made after a reasonable amount of time.
5. Reports any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-In-Charge.
6. Informs the Officer-In-Charge whenever a police vehicle is out of service.
7. Acquires a thorough knowledge of the location, layout of streets, buildings, parks, housing units and other significant areas of the community so as to maximize the accuracy and speed of dispatches.
8. Maintains dispatch center work area and equipment in clean and working conditions.
9. Operates radios as needed and assists in radio communications; operates base radio as required. Operates mobile data computer as needed.
10. Collects moneys from public for copies of reports and firearm licenses.
11. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
12. Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
13. Maintains dispatch and other documents including warrants and restraining orders and records; prepares case reports.
14. Monitors ~~civil defense warning system~~ **BAPERN radio channels**.
15. ~~May~~ Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.
16. May assist in training of new employees.

#### **DESIRABLE QUALIFICATIONS:**

**Education and Experience:** High school graduate or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping plus two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience. **Current Emergency Medical Dispatch and 911 certification preferred; 40 hour telecommunication training preferred.** Prior experience in public safety dispatch or related work can be substituted for specialized course work and experience.

**Knowledge, Skills and Abilities:** Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some skill in operation of the listed tools and equipment; ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; responds appropriately and effectively in stressful situations.

#### **SPECIAL REQUIREMENTS:**

Satisfactory results of Criminal Offenders Records Information investigation. Good hearing. 911 certification, EMD certification, **40 hour telecommunication training**, CPR and LEAPS certification must be obtained within ~~one (1)~~ **two (2)** month of hire date or as soon as practical. Ongoing training including at least 16 hours of continuing education every year is required.

#### **TOOLS AND EQUIPMENT USED:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed indoors. The noise level in the work environment is quiet to moderate noise.

Revised: February 1994  
Revised: September 1998  
Revised: August 2000  
Revised: December 2011  
Revised: March 2013